

ADVISORY GROUP ON

Efficiency and Benchmarking

PROPOSAL #:

AGEB # 25

SUBJECT:

Dept. of Revenue Website

DATE ADOPTED BY ADVISORY GROUP:

10-19-09

COMMISSION ACTION:

ADOPTED

DATE:

11-10-09

RECOMMENDATION #:

57

RECOMMENDATION: The Department of Revenue be authorized and directed to establish provisions on its website so that taxpayers may ask questions about tax notices and receive answers online, through email, and that allow taxpayers to file an appeal of an alleged delinquency online.

Summary Description/Nature of Change	Key/Implementation Responsibilities	Need	Action Needed	Benefit/Saving	Done/ Study
The Department of Revenue be authorized and directed to establish provisions on its website so that taxpayers may ask questions about tax notices and receive answers online, through email, and that allow taxpayers to file an appeal of an alleged delinquency online.	Legislature	To improve customer service by providing an easily accessible web-interface for taxpayers to aks questions to and receive answers from the Dept. of Revenue about tax notices.	Legislation		